Claims Input & Summary

The Claims Input pages allow authorized users to electronically submit and correct both disposition and loss mitigation incentive claim information, as well as case claim comments. The Claims Input Summary page allows users to view a list (summary) of the claims they entered during that day. Lenders are fully responsible for any claims they file. Electronic submission of the claim constitutes certification that the statements and information in the claim are true and correct.

Claims Input

The Claims Input pages allow lenders to electronically submit the following claims to HUD:

Disposition Claims:

- Claim Type 01 (Conveyance or Deed in Lieu)
  - Part A (General Information)
  - Part B (Fiscal Data)
- Claim Type 07 (Pre-foreclosure) - Part A & B

Loss Mitigation Claims:

- 31 Special Forbearance Incentive
- 32 Loan Modification Incentive
- 33 Partial Claim (Subordinate Mortgage)

(A sample Claims Input page for loss mitigation claims is shown in Figure 1.)

Once submitted, the information is sent to HUD and the claim status is then available two business days following submission using the Claim Status page. The submitted information may be corrected if needed or comments added accordingly using the appropriate Single Family Claims Input page. Only lenders listed as the holder or servicer of the case (according to HUD records) are permitted to submit a claim.

Figure 1: Single Family Claims Input page for Claim Types 31, 32, and 33

The information entered on the page directly correlates to the field block numbers on form HUD-27011, parts A and/or B, depending upon the claim type. Using this page, you may:

♦ enter new case claim information,

♦ correct information previously entered, and/or

♦ add comments relating to the claim.

Entering new claim information:

1. Select *Claims Processing* on the Single Family Servicing menu.

2. Select *Claims Input*. The Single Family Claims Input page appears (see Figure 1).

   ✍ *If you need assistance completing the page or with field definitions, click* [Help].

3. Enter claim case information using the appropriate parts of the Single Family Application for Insurance Benefits (HUD-27011, Part A & B) form.

   ✍ *When entering the* **Case Number**, *include the dash (-), e.g., 123-4567890.*

   ✍ *Select* **New Claim** *from the list of the three available options (see Figure 2).*

   ✍ *When entering dollar amounts, do not enter commas or a dollar sign ($) but do include a decimal point followed by two decimal places.*

Figure 2: Option Selections

   ✍ *If you enter information in the Mortgagee's Comments box, a separate claim comments record will be created. See Entering Comments for more information about this topic.*

4. Click [Submit]. The system checks for a variety of errors and questionable entries. Some of the checks prompt a warning message that gives you the option to continue processing or to return and correct the entered information. Other error messages require that you correct the identified information before processing.

   ✍ *See* [Help] *for a list of system errors and warning messages.*

5. If no errors are detected, a pop-up warning message appears (see Figure 3).
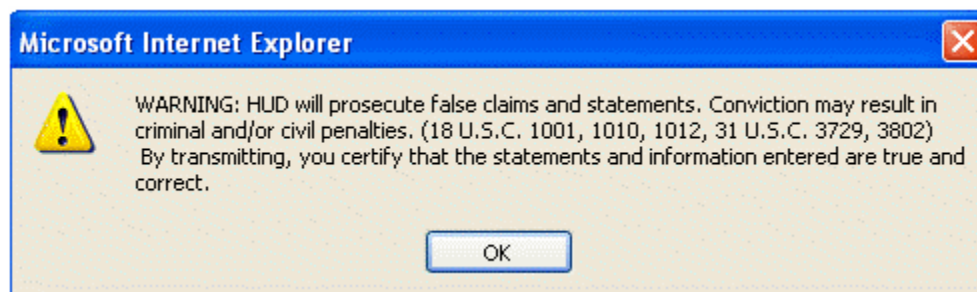
Figure 3: False Claims and Statements Warning Message

6. Read the warning message and click [OK]. A pop-up confirmation message appears (see Figure 4).

   ✍ *Upon electronic submission of a claim, the lender is certifying that all statements and information regarding the case are true and correct.*

Figure 4: Confirmation Message

7. Read the confirmation message. If you agree that all information is correct and the claim is ready to be submitted to HUD, click [OK].

   -or-

   If you determine that you need to review and/or change any of the entered claim information, click [Cancel] to return to the Single Family Claims Input page. Review and update the entered information as needed and repeat the steps above.

8. If no errors are detected, the SFIS Claims Input Result page appears listing the claim information. Review returned information and make any necessary corrections.

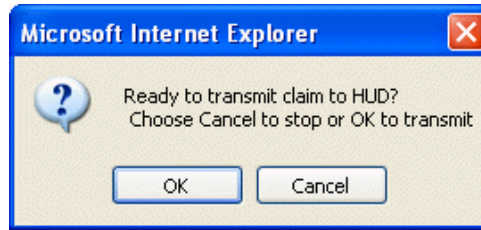   Once claim case information is submitted, you may enter corrections and/or comments as needed. Additionally, you may view a list of all claims you entered during the current day (based upon the User ID). See *Claims Input Summary* for more information about this topic.

   ✍ *If a claim is submitted as a new claim more than once in the same day, submissions after the first are rejected as duplicates. However, a claim can be resubmitted as a **Correction** (see information below). The latest corrected submission will be the record processed by HUD at the end of a day.*

Correcting case claim information:

Processing steps are similar to entering a new claim; however, note the following:

♦ You must select **Correction** from the list of the three available options (see Figure 5).

Figure 5: Option Selections

♦ All fields must be entered, not just the fields being corrected.

♦ When a correction is submitted, the correction transaction is listed on the Single Family Claims Input Summary page (see Figure 7 and *Claims Input Summary* for additional information).

Entering comments:

When comments are entered in the **Mortgagee's Comments** field on the Single Family Claims Input page, a separate Comments record is created. If additional comments are added for the claim case, the comments are added to the separate Comments record.

Processing steps are similar to entering a new claim; however, note the following:

♦ You must select **Comments** from the list of the three available options (see Figure 6).

♦ Enter only the following fields:
  – Claim Type
  – FHA Case Number
  – Date of Possession and Acquisition of Marketable Title
  – Holding Mortgagee Number
  – Servicer Mortgagee Number
  – Mortgagee's Comments

Figure 6: Option Selections

♦ When comments are submitted, the comments transaction is listed on the Single Family Claims Input Summary page (see Figure 7 and **Claims Input Summary** for additional information).
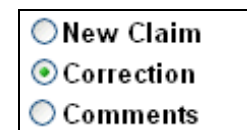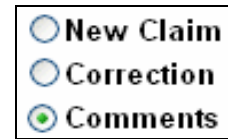
Claims Input Summary

The Claims Input Summary function provides a brief summary of any new claims, corrections, and/or comments entered and submitted during the current day by the user currently signed in. The information is displayed in case number order on the Single Family Claims Input Summary page (see Figure 7). The list is refreshed daily; all claims transactions submitted during the day are processed overnight and removed from the list. The status of the claim information can be reviewed two business days after submission to HUD using the Claim Status function.

Single Family Claims Input Summary

[Help]

Case Number	Submit Date and Time	Claim Type	Agreement Date	Claim/Comment	New/Correction
451-0347328	Jun 4 2004 3:06PM	01	May 1 2000	Claim/Part A	New
451-0347328	Jun 4 2004 3:10PM	07	May 1 2000	Claim/Part B	Correction
451-0388443	Jun 4 2004 3:17PM	33	Jun 4 2004	Comment	New
451-1721721	Jun 4 2004 3:34PM	32	Mar 28 2001	Claim/Part A	New
451-7877778	Jun 4 2004 4:02PM	31	Jun 4 2004	Comment	New

*** List of all the claims submitted today by M10801 ***

Figure 7: Single Family Claims Input Summary